

## HELP LINE DIRECTORY

### **For information related to recipient eligibility and enrollment:**

#### Interactive Voice Response System (IVR)

Phoenix area: (602) 417-7200  
In state: 1-800-331-5090

#### Eligibility Verification Unit

Phoenix area: (602) 417-7000  
All others: 1-800-962-6690 (In state)  
1-800-523-0231 Ext. 7000 (Out of state)

### **For prior authorization of services:**

#### Prior Authorization Unit (Monday - Friday 8:00 a.m. - 5:00 p.m.)

Phoenix area: (602) 417-4400  
All others: 1-800-433-0425 (In state)  
1-800-523-0231 Ext. 4400 (Out of state)

### **To update your provider records or to register as a provider:**

#### Provider Registration Unit

Phoenix area: (602) 417-7670 (Option 5)  
All others: 1-800-794-6862 (In state)  
1-800-523-0231 Ext. 77670 (Out of state)

### **For information about claims in process and/or billings:**

#### Claims Customer Service Unit

Phoenix area: (602) 417-7670 (Option 4)  
All others: 1-800-794-6862 (In state)  
1-800-523-0231, Ext. 77670 (Out of state)

### **For information about electronic claims submission:**

#### Electronic Claims Submission Unit

(602) 417-4892 or (602) 417-4706

### **For questions about an electronic claims *transmission*:**

AHCCCS Customer Support  
(602) 417-4451

# **HELP LINE DIRECTORY**

## **For information about Medicare crossover claims:**

Jackie Wagner  
(602) 417-7950

## **For information about certification for continued treatment, patient discharge coordination and referral, and related matters:**

Prior Authorization Unit (Monday - Friday 8:00 a.m. - 5:00 p.m.)

Phoenix area: (602) 417-4400  
All others: 1-800-433-0425 (In state)  
1-800-523-0231 Ext. 4400 (Out of state)

## **For information about AHCCCS medical policy:**

Office of Special Programs  
(602) 417-4053

## **For information about billing for services provided to Native American recipients:**

Julia Ysaguirre, Native American Coordinator  
(602) 417-4610